



WE'RE GROWING AND CONNECTING MORE PEOPLE THAN EVER.

FISCAL YEAR 2017 ANNUAL REPORT

FISCAL YEAR 2017 (JULY 1, 2016 – JUNE 30, 2017)



PEACH PASS
Keep Moving.





MISSION

Connecting people, jobs and communities through preferred mobility options and innovative solutions.

VISION

To be an integral component of Georgia's mobility network and a national leader for innovative transportation.





MESSAGE FROM GOVERNOR NATHAN DEAL

The State Road and Tollway Authority has concluded another successful fiscal year. The agency continues to stand by its promise to provide connectivity throughout the Metro Atlanta area by providing commuters with multiple options to help ease their travels.

Earlier this year, SRTA unveiled the I-75 South Metro Express Lanes, the first reversible lanes in the state of Georgia. These lanes are located along I-75 South and I-675 South in Henry and Clayton counties – both of which see high traffic volume on a regular basis.

The ribbon-cutting ceremony for the I-75 South Metro Express Lanes was an encouraging milestone for the direction of transportation improvements in Georgia. In the near future, SRTA will launch new Express Lanes for commuters to access. The first project – the Northwest Corridor Express Lanes – will add approximately 30 new lane-miles along I-75 and I-575. Also, the I-85 Express Lanes are being expanded 10 miles, allowing travelers farther north to take advantage of this mobility option. These additional lanes will further our efforts to keep Georgia moving by reducing congestion and improving infrastructure to address traffic volume.

SRTA has also done an excellent job with offering financial assistance for transportation infrastructure projects across the state through the Georgia Transportation Infrastructure Bank (GTIB). During this fiscal year, GTIB awarded \$23.6 million in awards. Since we first began the GTIB program in 2010, SRTA has provided grants and loans to local communities to enhance and improve our transportation infrastructure.

Our goal is to remain the No. 1 state in which to do business, and an effective transportation network is a key foundation for continued success. We will continue to work together to provide the most efficient transportation system possible for our state's growing population and thriving economy. As we all know, Georgia is a fast-growing state, and citizens can rest assured that SRTA is working hard each day to keep pace with Georgia's rapid growth.

Governor Nathan Deal
Chairman, SRTA Board of Directors

FY2017 SRTA BOARD OF DIRECTORS

Governor Nathan Deal
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Speaker of the House Appointee
CFO, Office of Planning and Budget Director
Georgia Department of Transportation Commissioner

The State Road and Tollway Authority (SRTA) lived up to its mission this fiscal year, finding innovative ways to enhance mobility in the state. In January 2017, we launched our second set of express toll lanes, but more importantly, the state's first reversible toll lanes project.

The I-75 South Metro Express Lanes provide much-needed congestion relief for motorists who commute through one of metro Atlanta's most heavily traveled corridors.

As Gov. Deal said at the ribbon cutting, the project is the first of several Express Lanes under construction or design for the next decade. These investments will significantly improve the transportation network for Georgians.

Our dynamically tolled managed lanes (the I-75 South Metro Express Lanes and the I-85 Express Lanes) add capacity and greater reliability to our congested interstates for those commuters who have to, or choose to, drive themselves. Together, Express Lanes and Xpress provide multiple commuting options to address metro Atlanta's varied mobility needs. Effective July 1, 2017, Xpress transit operation transferred from SRTA's sister organization, the Georgia Regional Transportation Authority, so state mobility programs are planned and operated under one organization.

In fiscal year 2019, we will open two additional sets of lanes – the Northwest Corridor Express Lanes and the I-85 Express Lanes Extension. The benefits are numerous – the Express Lanes offer more reliable trip times, improve traffic flow and provide another travel option for motorists and transit customers. And they allow better use of Xpress commuter coach service, which has some 1.8 million passenger boardings a year.

We also offer innovative transportation financing and funding via our Georgia Transportation Infrastructure Bank (GTIB), which provides financial assistance on a competitive basis to highly beneficial transportation projects throughout Georgia. Since 2010, GTIB has provided some \$100 million in grants and loans to cities, counties and community improvement districts.

In this and future years, we will continue to grow, to invest and to connect to continue to help meet the transportation challenge in our state. We are excited about the work done this year and look forward to projects currently underway and those yet to be imagined.

Christopher Tomlinson
SRTA Executive Director



MESSAGE FROM THE EXECUTIVE DIRECTOR



GEORGIA TRANSPORTATION INFRASTRUCTURE BANK (GTIB) JUMP-STARTS CRITICAL TRANSPORTATION PROJECTS

GTIB provides financial assistance for transportation projects that improve mobility, sustain development and enhance communities throughout the state and is managed by SRTA.

- Number and monetary value of grants awarded – 18 grants awarded totaling \$20,495,401
- Number and monetary value of loans provided – 4 loans awarded totaling \$3,101,772

\$23,597,173

TOTAL AMOUNT OF FUNDS DISTRIBUTED



NUMBER OF AWARDS

Below are some of the vital projects GTIB funds are helping become a reality.

BURKE COUNTY

"The Westside Truck Route project will enhance our economic development activities in Burke County. It will also provide a safer route for trucks that travel through our community."

Merv Waldrop
County Administrator, Burke County



BRYAN COUNTY

"This project (I-95/Belfast Keller Road interchange) is beneficial to our community because it is critical to the development of the nearby 1,100-acre Belfast Commerce Center."

Ben Taylor
County Administrator, Bryan County



ASSEMBLY COMMUNITY IMPROVEMENT DISTRICT

"The 2017 GTIB Award helped spur significant private investment in Assembly. Critical roads, sewer upgrades, and water and storm water infrastructure are currently under construction utilizing GTIB sources."

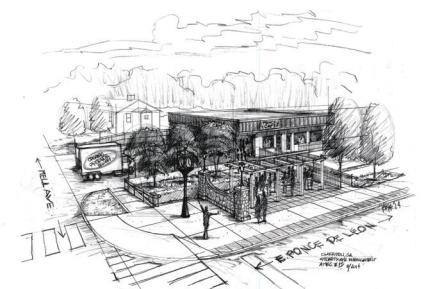
Eric Pinckney
Chairman, Assembly CID



CITY OF CLARKSTON

"The City of Clarkston was in jeopardy of losing the (Federal Highway Administration) funds due to its lack of sufficient revenue to cover the required 20 percent local match. The GTIB loan provided the city with the funds needed to cover both the 20 percent match as well as many other expenses associated with the project."

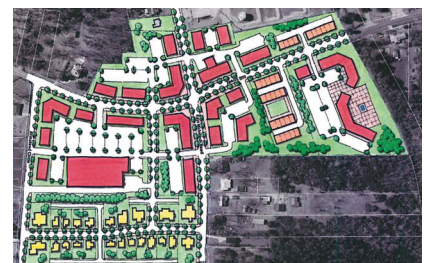
Keith A. Barker
City Manager, City of Clarkston



SPALDING COUNTY

"The reconstruction of this (North Hill Street at East McIntosh Road) intersection is anticipated to spur economic development by improving the connectivity between Sun City and the City of Griffin."

BJ Martin
Transportation Planner, Spalding County



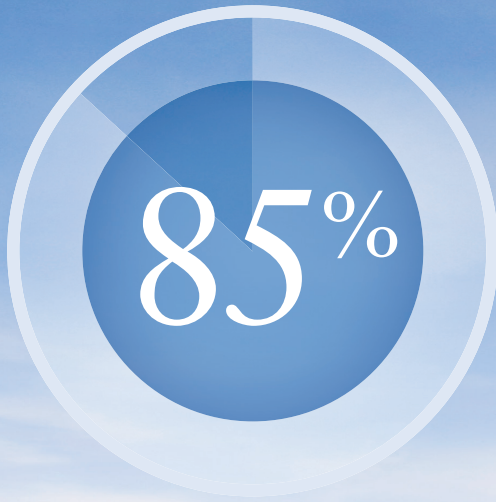


GEORGIA EXPRESS LANES

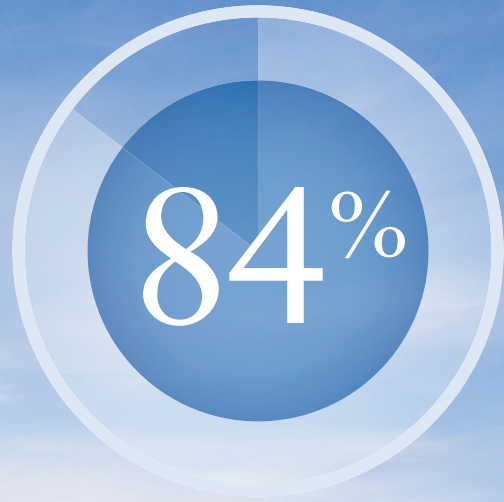
SRTA surveys customers to ensure that the agency is meeting their needs. Overall, results show that Express Lanes are very popular with survey respondents.

The number of Express Lanes customers saying they are satisfied with the experience continues to grow. This year, SRTA also created a customer satisfaction index with selected survey items about satisfaction with the Express Lanes, account management and customer service. The score was 85 percent, and a service quality index based on more detailed questions about those same areas was 84 percent.





CUSTOMER
SATISFACTION
INDEX



SERVICE
QUALITY
INDEX





I-75 SOUTH METRO EXPRESS LANES PROVIDE CONGESTION RELIEF

SRTA opened the I-75 South Metro Express Lanes in January 2017. The reversible toll lanes run 12 miles along the median of I-75 from McDonough Road (State Route 155) in Henry County to Stockbridge Highway (State Route 138) in Clayton County. The lanes travel northbound in the morning and southbound in the evening, adding capacity to the general-purpose lanes. As of May 2017, the lanes hit the half million user mark.

Joanne Malis Lyman reviewed [State Road & Tollway Authority](#) – 5★

Feb 17, 2017 · 🌐

Thanks Peach Pass! I'm saving time by using the I-75 South Metro Express Lanes!

👍 Like 💬 Comment ➦ Share



The reversible toll lanes travel northbound in the morning and southbound in the evening, adding capacity to the general-purpose lanes.

Note: Data reflects January 28, 2017, when the lanes opened, until June 30, 2017.

I-75 SOUTH METRO EXPRESS LANES AT A GLANCE

828,978

TOTAL TRIPS

\$0.50

AVERAGE
TOLL FARE

Northbound

(6–10 A.M. PEAK PERIOD DIRECTION)

1,944

AVERAGE WEEKDAY PEAK PERIOD TRIPS

EXPRESS LANES

76 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

GENERAL PURPOSE LANES

63 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

Southbound

(3–7 P.M. PEAK PERIOD DIRECTION)

2,729

AVERAGE WEEKDAY PEAK PERIOD TRIPS

EXPRESS LANES

74 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

GENERAL PURPOSE LANES

51 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

163,848

AVERAGE MONTHLY TRIPS

11,487

HIGHEST ONE-DAY TRIP TOTAL
(MAY 25, 2017)





I-85 EXPRESS LANES KEEP GEORGIA MOVING

The I-85 Express Lanes, which opened in 2011, continue to see increased usage. The average number of trips made every workday was 28,552. The 16-mile corridor runs from Chamblee Tucker Road to Old Peachtree Road, with several entrance and exit points.

- **Non-tolled trips** – 1,343,646, 15.2 percent of all trips; non-tolled trips are those trips made by transit buses and transit vehicles, carpools with three or more occupants, motorcycles, emergency vehicles, and alternative fuel vehicles.
- **Top two trip combinations** – the I-85 Express Lanes have 38 possible trip combinations of entry and exit points.
 - I-85/285 North to Old Peachtree Road North – 514,691 trips
 - I-85/Old Peachtree Road South to 285 South – 448,053 trips

I-85 EXPRESS LANES AT A GLANCE

8,822,386

TOTAL TRIPS

\$2.64

AVERAGE
TOLL FARE

Southbound

(6–10 A.M. PEAK PERIOD DIRECTION)

6,676

AVERAGE WEEKDAY PEAK PERIOD TRIPS

EXPRESS LANES

62 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

GENERAL PURPOSE LANES

49 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

Northbound

(3–7 P.M. PEAK PERIOD DIRECTION)

7,191

AVERAGE WEEKDAY PEAK PERIOD TRIPS

EXPRESS LANES

62 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

GENERAL PURPOSE LANES

51 MPH

AVERAGE WEEKDAY
PEAK PERIOD SPEED

735,199

AVERAGE MONTHLY TRIPS

35,881

HIGHEST ONE-DAY TRIP TOTAL
(NOVEMBER 18, 2016)





PEACH PASS REMAINS SWEET DEAL FOR COMMUTERS

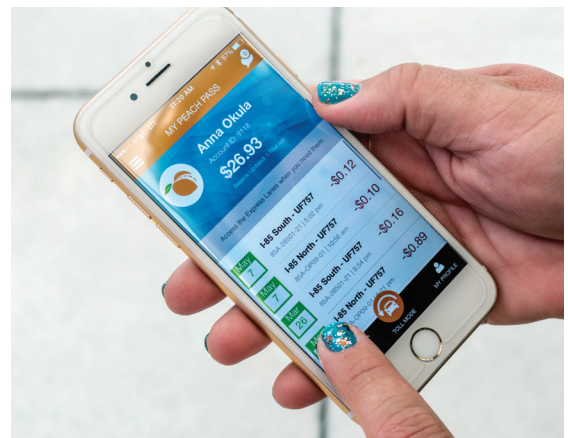
The Peach Pass is the mechanism by which SRTA automatically deducts the proper tolls when electronic toll lanes are used. The program, started in 2011 with the launch of the I-85 Express Lanes, has exceeded 600,000 vehicles.

Jerry Carnes 11Alive @jcarnes11alive

Feb 25, 2017

My wife's car is the only one we own without a @SRTA_PeachPass. Gridlock on I-75 and only a handful of cars in toll lanes. We're getting her a pass ASAP.

Like Comment Share



The new and improved Peach Pass GO! mobile app makes traveling on the Express Lanes easier, placing your account information at your fingertips.

110,258

TOTAL NEW PEACH PASSES

6,261

AVERAGE MONTHLY NEW USERS



23,580

PAY AND GO! PEACH PASSES SOLD

615,623

TOTAL ACTIVE PEACH PASSES





PRICING AND REVENUE

Georgia uses its Express Lanes as strategic tools to help manage congestion, enhance mobility and generate revenue required for ongoing operation and maintenance costs. Toll revenues grew to \$15,073,398 in fiscal year 2017.



\$15,073,398

TOTAL REVENUE

\$14,731,537

I-85 EXPRESS LANES REVENUE

\$338,495

I-75 SOUTH METRO EXPRESS LANES REVENUE

\$3,366

GA400 REVENUE

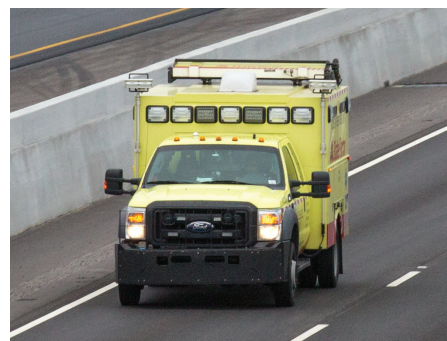
(Unpaid tolls incurred prior to 2013 that were successfully recovered from collection activity)

Completed audited financial statements for 2016-17 can be found online at www.srta.ga.gov.



INCIDENT MANAGEMENT

SRTA and Georgia Department of Transportation staffs monitor the roads from the Traffic Management Center, which also houses SRTA's Toll Operations Center. The Traffic Management Center allows staff to oversee incidents such as debris, accidents, law enforcement activity and planned maintenance. SRTA's priority is safety, and motorists can be assured of having SRTA's best people looking out for them.



I-85 Express Lanes

1,335

TOTAL INCIDENTS REPORTED



AVERAGE DURATION

I-75 South Metro Express Lanes

174

TOTAL INCIDENTS REPORTED



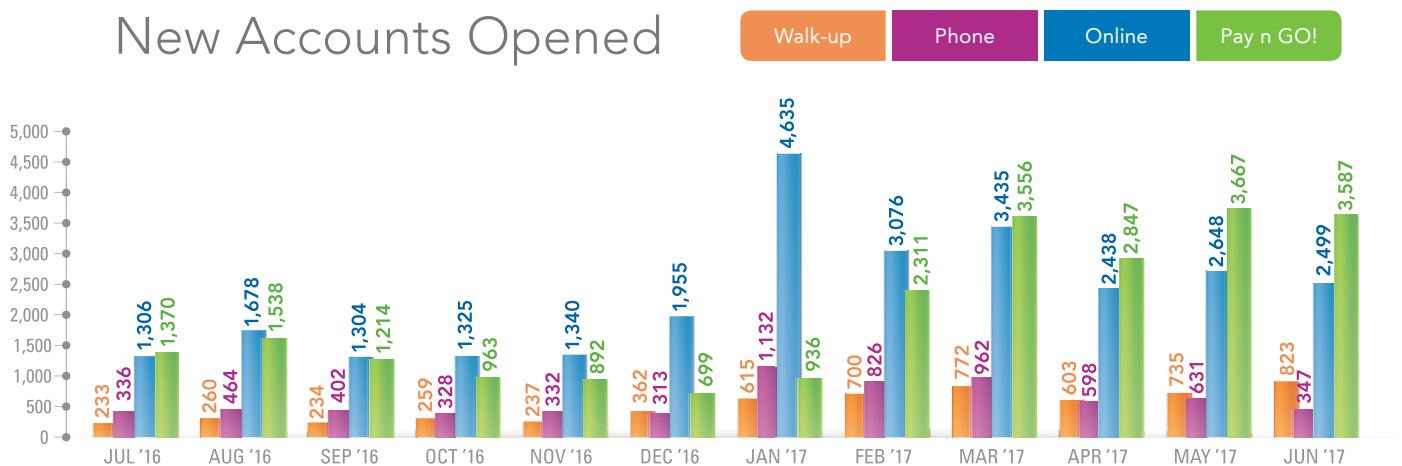
AVERAGE DURATION



CUSTOMER SERVICE IS KEY

Being customer focused is a key value for SRTA. As such, the agency makes training of Customer Service Center (CSC) staff a top priority in order to ensure consistent, excellent customer service. The CSC team is committed to providing customers with the tools necessary to plan their daily commutes.

New Accounts Opened



150,231

TOTAL CUSTOMER SERVICE INQUIRIES

277,203

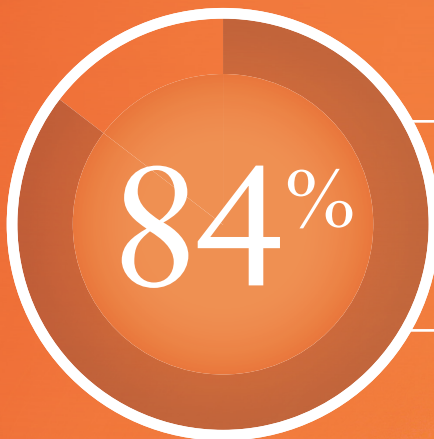
TOTAL VIOLATIONS ISSUED

249,617

I-85 EXPRESS LANES

27,586

I-75 SOUTH METRO EXPRESS LANES
(JANUARY – JUNE 2017)



A survey of Peach Pass customers showed that 84 percent of those who contacted customer service reported that their issue was resolved with just one call.





PEACH PASS
Keep Moving.

